

**FOR IMMEDIATE RELEASE**

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## **New Braunfels Utilities' Offices to be Closed In Observance of Thanksgiving**

(New Braunfels, TX – November 18, 2019) – The New Braunfels Utilities (NBU) offices will be closed on Thursday, November 28, and Friday, November 29, 2019 in observance of Thanksgiving.

Customers needing to report an outage or service issue are asked to call NBU's 24-hour Control Center at 830.629.4628 (4NBU). The Texting Outage Notification System is an added convenience that allows customers who are enrolled in the program to report outages and receive notifications about outages in their area by text message. To enroll, text NBU to 85700, or visit: <http://www.nbutexas.com/Dynamic-Connections/Texting-Outage-Notification>.

Customers can make payments via the following convenient options:

1. Online at [nbutexas.com](http://nbutexas.com) (click on the Pay Your Bill Online icon at the top of the homepage).
2. Pay-by-Phone, 844.863.7360.
3. Western Union Convenience Pay Service at HEB Grocery Stores throughout Comal County, or Arlan's Market and Ace Cash Express, in New Braunfels.
4. NBU Night Drop, located at the 263 Main Plaza, just off of the drive-through.

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**About New Braunfels Utilities:**

Dedicated to excellence in service, New Braunfels Utilities is one of 2,000 community-owned, nonprofit public power electric utilities in the nation.

The mission of New Braunfels Utilities is to enhance the quality of our community by providing innovative, essential services. Governed by a Board of Trustees comprised of local residents appointed by the New Braunfels City Council, New Braunfels Utilities is committed to being a recognized and trusted community partner, providing electric, water, and waste water services. Utility revenues are continually invested back into the systems of the customers, which benefits the community. New Braunfels Utilities makes an annual transfer to the City of New Braunfels, which in turn helps to pay for services such as fire, police, and parks. Follow NBU on Facebook at [facebook.com/newbraunfelsutilities](https://facebook.com/newbraunfelsutilities), on Twitter at [@nbutexas](https://twitter.com/nbutexas), and to learn more visit [nbutexas.com](http://nbutexas.com).

